

PTO-1449 Information Disclosure Citation in an Application		Application No. 09/547,627		Applicant(s) Daniel N. Duncan, et al.	
		Docket Number 066416.0103		Group Art Unit unknown	Filing Date April 12, 2000

U.S. PATENT DOCUMENTS							
		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
	A						
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FOREIGN PATENT DOCUMENTS								
		DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
	N							

NON-PATENT DOCUMENTS			
		DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
B2	O	Lucent's CentreVu® Advocate SM white paper; "Lucent's CentreVu Advocate, Breakthrough Solutions for your Success"; Lucent Technologies.	
B2	P	CentreVu® Advocate SM Research Simulation white paper; "CentreVu Advocate Research Simulation, Environments with CentreVu Advocate"; Lucent Technologies.	
B2	Q	CentreVu® Advocate; "Powerful Call Center Routing That Leaves <i>Nothing</i> to Chance"; Lucent Technologies.	
B2	R	Foster, Robin Harris and De Reyt, Stanny; "Re-inventing the Call Centre with Predictive and Adaptive Execution"; Lucent Technologies.	
B2	S	"C@ll Center Solutions - 1998 Product of the Year"; http://www.praxon.com/news/art_2-99prodofyear.htm .	02/99
B2	T	"Choosing the Best: CTI® Magazine's 1998 Products of the Year"; http://www.tmcnet.com/articles/ctimag/0199/ctipoty98.htm .	

EXAMINER 	DATE CONSIDERED <div style="font-size: 1.5em; font-family: cursive;">MAY 19, 01</div>
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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.